

Akash Magar

Dedicated and experienced Technical Support with a proven track record of providing technical assistance and customer support for LMS Projects. Seeking to expertise in troubleshooting, user training and collaboration with cross-functional teams to contribute educational technologies.

EXPERIENCE

Cognizant Technology – LMS Support Admin

Feb 2022 – Present

Medtronic Administration (Programmer Analyst)

1. LMS Administrator manages and oversees the Learning Management System (LMS) software platform for online learning, training, and development.
2. An LMS service provider simplifies user support by assisting learners with technical issues as well as routine help requests like password resets or course functionality.
3. Responsible for preparing design level, program-level and user-level documentation.
4. Responsible for system development, project direction, process and roadmap guidance.

Zeal Institute of Engineering – Teaching Assistant

Jan 2021 - July 2021 (0.7 yr)

1. Managing a student's size of 20+ people and assisting with day-to-day activities.
2. Responsible for Analyzing, reviewing, registering, scheduling training programs in PCB lab.

PERSONAL PROJECTS

ShopLane Web App

An E-commerce dynamic web app built with rendering dynamic product cards from GET API, add-to- cart functionality, place order POST API, functionality in checkout page.

Website: <https://akashmagar703.github.io/JsShopLane/>

To-Do App

App is created with functionalities like: Add, Edit, Update and Delete of To-Do items.

Website: https://akashmagar703.github.io/ToDo_Web_App/

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LinkedIn:

<https://www.linkedin.com/in/akash-magar-15-july/>

GitHub:

<https://github.com/akashmagar703>

SKILLS

CSOD Support
Customer Service
ServiceNow
Technical Support
JavaScript
HTML5
CSS3
Data Management

EDUCATION

Master of Engineering (VLSI & Embedded System)

Zeal Institute of Engineering
(2020-2022)

Bachelor of Engineering (Electronic & Telecommunication)

Deogiri Institute of Engineering
(2017-2020)

CERTIFICATION

1. Certified HTML, CSS & JavaScript for Web Developer Program in Johns Hopkins University, Coursera – 2021

LANGUAGE KNOWN

English, Hindi, Marathi